

## FAQ for Inspection Supplies Online Payment

<https://www.pxw1.snb.ca/snb9000/product.aspx?productid=A001P780627&l=e>

- How do I use this tool?
  - Simply follow the step by step process shown online.
  - <https://www.pxw1.snb.ca/snb9000/product.aspx?productid=A001P780627&l=e>
- What information do I need to order my inspection supplies online?
  - You must have the following items on hand in order to complete your online order:
    - Banking information
    - Station number and business name
    - Mailing address
    - Business phone number
  - Email address is not mandatory but provides us with an additional mode of communication.
- How do I pay for my order?
  - The funds are withdrawn from your bank account directly when you use the online payment tool.
- Can I pay with credit card?
  - No, this tool is only available to be used with debit.
- What banks are accepted?
  - At this time the only banks that have signed up for this service are TD Canada Trust, RBC Royal Bank, BMO Bank of Montreal and Scotiabank.
- My bank isn't accepted. What can I do?
  - You should contact your bank and advise them that you would like for them to join this service.
- Can I get a receipt for my online transaction?
  - Yes, you can print a receipt directly from your computer by using the print function on your internet browser. You will also receive a receipt when your order is shipped to you.
  - Note: You will have to print 2 receipts if you want both your order information and your payment information.
    - You must print the receipt of the order information prior to processing your payment.
    - You can then also print a receipt of the payment. The payment receipt does not have the order information on it.
- Can I edit my order if I make an error?
  - You can edit if you are still on that order screen. If you have processed to the next screen with the total (before taxes), you will have to remove the order or cancel the order and start over.
- What happens if I discover I made an error in my order (ie wrong station number) after I have processed the order and paid for it?
  - Contact Motor Vehicle staff at: [mvi\\_idv@gnb.ca](mailto:mvi_idv@gnb.ca) or 506-453-2410.

- Can I track the status of my order?
  - Yes, you can track the progress and status of your order by going to the following link and entering your address and Station number:

<https://www.pxw1.snb.ca/snb9000/product.aspx?productid=A001PXX0096A&l=e>

- What is the processing time?
  - Please allow for 5 days for your order to be processed. Once processed the supplies will be shipped to you using courier and typically arrive the next business day. You can check the status of your shipment if you have an email account that you have provided to the Department of Public Safety. A confirmation email is sent, which includes the tracking number, when your shipment is posted. This tracking number can be used on Canada Post's website.
- Is online ordering faster?
  - Yes, by cutting out the time it takes for your order to reach us by mail we have your order sooner and therefore can process it sooner.
- What if my account has a credit?
  - You cannot use a credit on your online order. The online system only processes full payments. If you have a credit and you wish to use it, you must fax, mail, or email your order to use it.
- Can I return or exchange supplies using the online tool?
  - No, any returns on stickers must be mailed in and a credit will be applied to your account. To use this credit you must mail, fax or email your order to us. The online payment tool cannot process credits on accounts.
- Can I also order no charge supplies using the online tool?
  - Yes. Supplies that are of no charge can be ordered separately or can be included with a payment of an order